

CHECKLIST OF ACTIVITIES FOR CONSIDERING OR IMPLEMENTING A SERVICIZING PROGRAM

- Assess whether any of your product(s) might be good candidates for servicing:**
Typical candidates for servicing are products that have limited lifespan and/or can be supplied as a service rather than a directly sold product. Examples include: electronics, photocopiers (or document services), chemicals and cleaning supplies, office furnishings, equipment
- Assess whether your business has good potential** under a servicing program. Conduct economic and operational analyses. Consider implementation and operating costs and savings (especially environmental savings and reduced virgin feedstocks). Determine if you must raise product prices to internalize any additional costs.
 - Conduct a policy review - although all US policy on extended producer responsibility is voluntary, some tax policies may offer rates, credits, deductions, depreciation, or other benefits that favor product ownership and responsibility, e.g., sustainable products and practices, resource conservation, and agency procurement policies
 - Conduct a preliminary market analysis; test the idea with current customers, to ensure your proposed servicing plan will suit customers

Planning and Implementation Servicing

- Build the program incrementally** - often, servicing evolves from existing lines of business and historical relationships with customers.
- Develop draft servicing options and policies for customers.** Include the advantages of leasing or service contracts rather than buying, e.g.,
 - Environmental and cost savings without much effort on customer's behalf
 - Maintenance and ultimate disposal becomes the responsibility of the supplier
 - Product(s) managed by the supplier (who understands the product & waste minimization)
 - Shared savings can provide incentive for both customer and supplier to reduce and recycle
- Optimize product design and manufacturing activities** to facilitate recovery since you will now be responsible for the ultimate disposition of this product and its components. Design for disassembly, remanufacturing, and recycling. More specific design opportunities for servicing can be found at www.pprc.org/pubs/epr/service.html
- Develop a material and product distribution tracking system** to account properly for returns
 - Mark components with material identification
 - Mark products with unique serial numbers
 - Use a comprehensive database to document distribution of products and components
- Ensure viable end uses or markets** for the equipment or dismantled components
 - Remarket and sell the product as is - through retail, auction, or consignment
 - Refurbish for resale
 - Reuse parts in refurbishing
 - Extract and sell useable and recyclable parts and materials
- Design and test a process and system for receiving, handling, dismantling and recovering products** and equipment at the end of the lease or product life
 - Physical space for receiving, storing, and disassembly
 - Personnel trained in tracking, safety, disassembly methods, sorting and material recovery
 - Personnel trained in remanufacturing and testing
 - Equipment for extraction of critical substances, shredding, magnetic separation, other auto-sorting
 - Reinventory stocking and tracking (of useable parts)